

IBMhq Test Case Execution Report

Test Case Name:Route Incident- 1

Requirement Name: CX

Execution Start Time:2020-08-10 22-03-38

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
65	65	0	Pass	NA

Step No:1

Step Description: Click On Add Icon on right corner

Expected Result: Click On Add Icon on right corner

Actual Result: The Element: ClickonAddIcon is clicked

Status: Pass



Step No:2

Step Description: Click on span2

Expected Result: span2 should be clicked

Actual Result: The Element: ClickonIncident is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud interface for a case record. The header includes the Oracle logo and 'Service Cloud' text. A search bar with 'Reference #' and a magnifying glass icon is present. The main content area shows a case titled '200810-000074' with a red status icon. Below the title is a toolbar with 'Save', 'Save & Close', 'Refresh', 'New', and 'Print' buttons. A tabbed interface is visible with 'Summary' selected, and other tabs include 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab contains a form with the following fields: 'Subject' (empty), 'Reference #' (200810-000074), 'Status' (Open), 'Assigned' (Agent Access > Sys Agent), 'Disposition' ([No Value]), 'Contact' ([No Value]), 'Organization Name' (empty), 'Product' ([No Value]), and 'Category' ([No Value]). The right sidebar contains a search icon and a list icon.

Step No:3

Step Description: Enter incident subject

Expected Result: Subject to be entered

Actual Result: The Element: EnterSubject is set with text: Issues with Product we are using

Status: Pass

ORACLE Service Cloud

Reference #

200810-000074

Save Save & Close Refresh New Print

Summary Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Subject * Issues with Product we are using

Reference # 200810-000074

Contact * [No Value]

Status * Open

Organization Name

Assigned Agent Access > Sys Agent

Product [No Value]

Disposition [No Value]

Category [No Value]

Step No:4

Step Description: Click on Adam Smit

Expected Result: Adam Smit should be clicked

Actual Result: The element: SelectContact is selected with list value: Adam Smit

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar contains 'Reference #'. The main content area shows a case record for reference number '200810-000074'. The record is titled 'Issues with Product we are using'. The 'Reference #' field is '200810-000074'. The 'Contact' field is 'Adam Smit'. The 'Status' is 'Open'. The 'Assigned' field is 'Agent Access > Sys Agent'. The 'Disposition' is '[No Value]'. The 'Product' and 'Category' fields are also '[No Value]'. The interface includes a top navigation bar with icons for Save, Save & Close, Refresh, New, and Print. A sidebar on the right contains a search icon and a list icon. The bottom of the page shows a list of tabs: Summary, Messages, Contacts, Details, Time Billed, Tasks, Organization, Web Visit, Attachments, and Audit Log.

ORACLE Service Cloud

Reference #

200810-000074

Save Save & Close Refresh New Print

Summary Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Subject * Issues with Product we are using

Reference # 200810-000074

Contact * Adam Smit

Status * Open

Organization Name

Assigned Agent Access > Sys Agent

Product [No Value]

Disposition [No Value]

Category [No Value]

Step No:5

Step Description: Click in Assigned Agent Searchbox

Expected Result: Assigned Agent dropdown should be listed

Actual Result: The Element: Assigned is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud interface. On the left, a sidebar contains navigation options: '200810-001', 'Save', 'Summary', 'Subject', 'Reference #', 'Status', 'Assigned', and 'Disposition'. The 'Assigned' field is currently selected, and a dropdown menu is open, showing a search bar and a list of agents: 'Minhaj Ameen', 'Sys Agent' (highlighted), and 'System Agent2'. The main content area on the right shows a form with fields for 'Contact' (Adam Smit), 'Organization Name' (California Federation), 'Product' ([No Value]), and 'Category' ([No Value]). The top of the interface includes the Oracle logo, 'Service Cloud' text, and a search bar with a magnifying glass icon.

Step No:6

Step Description: Click on ProductList

Expected Result: ProductList should be clicked

Actual Result: The Element: ClickProductList is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar with a magnifying glass icon and a 'Reference #' label is present. Below the header, a breadcrumb trail shows the current case: '200810-000074'. A toolbar contains icons for 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. A tabbed interface shows 'Summary' as the active tab, with other tabs like 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The main form area contains several fields: 'Subject' (Issues with Product we are using), 'Reference #' (200810-000074), 'Status' (Unresolved), 'Assigned' ([No Value]), 'Disposition' ([No Value]), 'Contact' (Adam Smit), and 'Organization Name' (California Federation). The 'Product' field is currently open, showing a search bar and a list of product categories: '[No Value]', 'ab92547', 'ab108410', 'ab64214', 'ab166858', 'ab119211', and 'ab7260'.

Step No:7

Step Description: Click on Category

Expected Result: Category should be clicked

Actual Result: The Element: ClickCategory is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud interface for a case record. The header includes the Oracle logo and 'Service Cloud' text. A search bar with 'Reference #' and a magnifying glass icon is present. The case ID '200810-000074' is shown in the top left. Below the header, there are tabs for 'Summary', 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab is active. The main content area shows the following details:

- Subject: Issues with Product we are using
- Reference #: 200810-000074
- Status: Unresolved
- Assigned: [No Value]
- Disposition: [No Value]
- Contact: Adam Smit
- Organization Name: California Federation
- Product: ab92547
- Category: Search... (dropdown menu is open showing options: [No Value], Primary Antibodies)

The interface also includes a top navigation bar with icons for Save, Save & Close, Refresh, New, and Print. A right sidebar contains a magnifying glass icon and a list icon.

Step No:8

Step Description: WaitTime

Expected Result: WaitTime

Actual Result: Wait for duration 5000secs

Status: Pass

ORACLE Service Cloud

Reference #

SA

200810-000074

Save Save & Close Refresh New Print

Summary Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Subject * Issues with Product we are using

Reference # 200810-000074

Status * Unresolved

Assigned [No Value]

Disposition [No Value]

Contact * Adam Smit

Organization Name California Federation

Product ab92547

Category Primary Antibodies

Step No:9

Step Description: Click on Save and Close

Expected Result: Click on Save and Close

Actual Result: The Element: SaveAndClose is clicked

Status: Pass

ORACLE Service Cloud

Reference #

200810-000074

Save Save & Close Refresh New Print

Summary Messages Contacts **Details** Time Billed Tasks Organization Web Visit Attachments Audit Log

Mailbox mailboxibmindia@custhelp.com Interface mow_ibmindia SLA Instance Search...

Source Web Console Incident Editor Language English (US) Queue Product Inquiries

Severity [No Value]

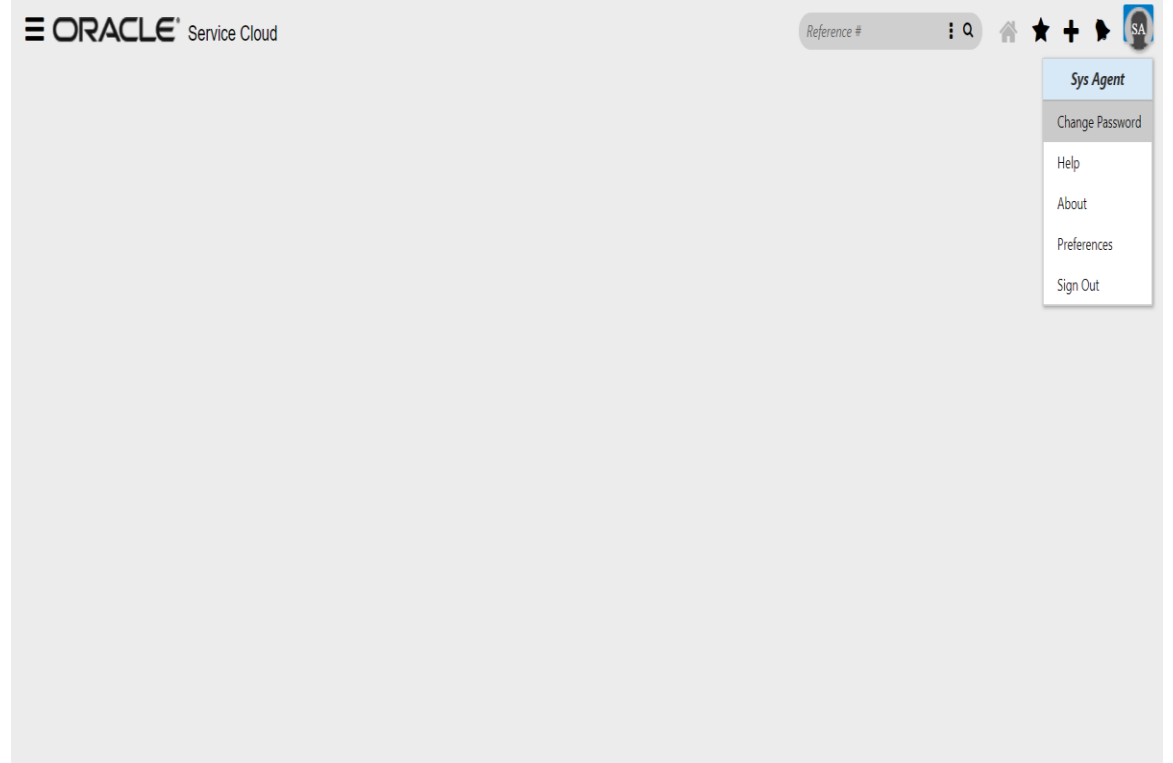
Step No:10

Step Description: Click on userMenuIcon

Expected Result: userMenuIcon should be clicked

Actual Result: The Element: userMenuIcon is clicked

Status: Pass



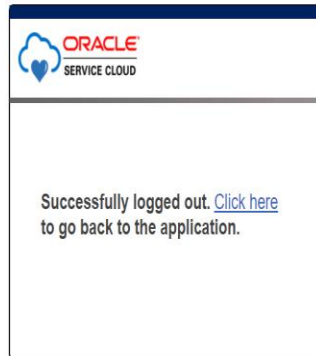
Step No:11

Step Description: Click Sign Out

Expected Result: Clicked Sign Out

Actual Result: The Element: SignOut is clicked

Status: Pass



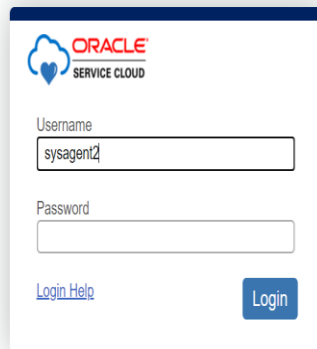
Step No:12

Step Description: Enter sysagent in USERNAME

Expected Result: sysagent should be entered in USERNAME

Actual Result: The Element: USERNAME1 is set with text: sysagent2

Status: Pass



ORACLE
SERVICE CLOUD

Username
sysagent2

Password

[Login Help](#) [Login](#)

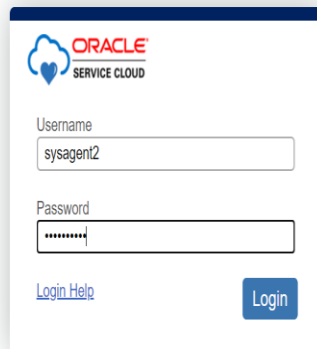
Step No:13

Step Description: Enter *** in PASSWORD

Expected Result: *** should be entered in PASSWORD

Actual Result: The Element: PASSWORD1 is set with text: Agent12345

Status: Pass



Step No:14
Step Description: Click on loginbutton
Expected Result: loginbutton should be clicked
Actual Result: The Element: loginbutton is clicked
Status: Pass
